



Service Department Survey

Please complete the following survey. **DO NOT** put your name on this form. Please **PRINT** you responses. Thank you for your cooperation.

- Single Point  Domestic
- Single Point  Import
- Multi Point - Domestic
- Multi Point - Import
- Multi Point - Combined

Position:  Service Manager  Service Advisor  Technician  
 Dispatcher  Cashier  Lot Person

Gender:  Male  Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. Pay
2. Tools
3. Parts availability

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>4</u> Availability of special tools           | <u>1</u> Pay Plans            |
| <u>7</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>5</u> Company benefits (major medical, 401K)  | <u>9</u> Training             |
| <u>2</u> Distribution of work                    | <u>6</u> Treated with respect |
| <u>3</u> Parts availability (back parts counter) | <u>8</u> Uniforms             |

Please list the **major** reason why you chose to work at this Service Department.

Pay Plans

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- Position:     Service Manager     Service Advisor     Technician
- Dispatcher             Cashier                     Lot Person

- Gender:     Male                     Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. Respect of Coworkers
2. Availability of Work
3. Cleanliness of shop

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>6</u> Availability of special tools           | <u>1</u> Pay Plans            |
| <u>7</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>9</u> Company benefits (major medical, 401K)  | <u>4</u> Training             |
| <u>3</u> Distribution of work                    | <u>5</u> Treated with respect |
| <u>2</u> Parts availability (back parts counter) | <u>8</u> Uniforms             |

Please list the **major** reason why you chose to work at this Service Department.

Like Fords, Was Hiring, Offered me the position

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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 Dispatcher  Cashier  Lot Person

- Gender:  Male  Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. LIKED IT
2. DONT KNOW ANY THING ELSE
3. TOO OLD TO QUIT

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>5</u> Availability of special tools           | <u>1</u> Pay Plans            |
| <u>6</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>2</u> Company benefits (major medical, 401K)  | <u>7&amp;8</u> Training       |
| <u>3</u> Distribution of work                    | <u>8</u> Treated with respect |
| <u>4</u> Parts availability (back parts counter) | <u>9</u> Uniforms             |

Please list the **major** reason why you chose to work at this Service Department.

- LIKED FORDS  
BEEN HERE TOO LONG I FORGET?  
TREATMENT



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 Multi Point - Combined

Position:     Service Manager     Service Advisor     Technician  
                   Dispatcher             Cashier                     Lot Person

Gender:     Male                     Female

List 3 items that are **important to you**, working in an automotive service environment. Please rank them with 1. being most important, 2. being important, and 3. being least important.

1. Training / Certs
2. The people you work with
3. Parts

Please look at the 10 items listed below and rank them from 1-10 with 1 being most important and 10 being least important. DO NOT duplicate numbers; use each number 1 through 10 only once.

- |  |                               |
|--|-------------------------------|
| <u>1</u> Availability of special tools           | <u>8</u> Pay Plans            |
| <u>5</u> Cleanliness of Service Department       | <u>10</u> Telephone system    |
| <u>1</u> Company benefits (major medical, 401K)  | <u>9</u> Training             |
| <u>6</u> Distribution of work                    | <u>3</u> Treated with respect |
| <u>7</u> Parts availability (back parts counter) | <u>9</u> Uniforms             |

Please list the **major** reason why you chose to work at this Service Department.

Grest people, good work environment, respectful, TAKE CARE  
of employees